**State of Wisconsin
Governor Jim Doyle**

TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

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BEM/DWS OPERATIONS MEMO

No: 05-48

DATE: 12/2/2005

FS	☒	**MA**	☒	**SC**	☐
CTS	☒	**CC**	☒	**W-2**	☒
FSET	☐	**EA**	☐	**CF**	☐
JAL	☐	**JC**	☐	**RAP**	☐
WIA	☐	**Other EP**	☐		

PRIORITY: HIGH

SUBJECT: **CARES Worker Web (1.4) Enhancements and Changes**

CROSS REFERENCE: Administrators Memo 05-02

EFFECTIVE DATE: December 5, 2005 in CWW Training Environment
January 4, 2006 in CWW Production Environment

PURPOSE

This memo outlines the additional programming and changes made to CARES Worker Web,
version 1.4 (CWW 1.4). The new programming pieces added are:

- Query Pages (Case, Member and Group)
- Asset Assessment Page
- Child Support Income Page
- Caseload Move/Agency Transfer Page
- Person Add and Delete Process Improvement
- Training and Production Environment Distinction
- Making a Case Confidential

- Other changes made as a result of suggestions by CWW users:
    - ➢ Absent Parent Page text changes
    - ➢ Calculate button on the Employment Page
    - ➢ Transitional FoodShare question History
    - ➢ Mainframe Access Link name change
    - ➢ RFA Summary Page displays Case number

BACKGROUND

As CWW continues to evolve, new programming, along with changes and suggestions from workers and other agency staff, are being incorporated. The programming included with the CWW 1.4 change builds upon the accomplishments of the successful roll-out of CWW by moving more of the most frequently used functionality from the CARES Mainframe to CWW.

As always, CWW System Help and Process Help will be updated to support these new CWW pages and processes. We encourage liberal use of the Help functionality and encourage the continued submission of comments and suggestions about how to make these features, and CWW, more useful and user friendly. We want to make CWW work best for you and can not do that without your input. Continue to submit comments by using the Contact Us links within System and Process Help, or use the [CARES Worker Web Feedback] site.

NEW CWW FUNCTIONALITY

Additional training is available for topics marked with ∗. See the Training section later in this document for more details.

∗Query Pages
The following existing query screens in CARES mainframe (screens starting with the letters AQ) have been implemented as new pages in the in CWW:

Mainframe screens	CWW pages
Query Case Summary (AQCS)	Confirmed Assistance Group Summary page (combines AQCS+AQAS)
Assistance Group Summary (AQAS)	
Case Member History (AQCM)	Case Member History page
Assistance Group Eligibility History (AQAE)	Confirmed Assistance Group Eligibility History page
Assistance Group Member History (AQAM)	Confirmed Assistance Group Member Detail page
Individual Eligibility History (AQIE)	Individual Eligibility History page
Individual Participation History (AQIP)	Individual Participation History page

In addition, the Reason Code Description Maintenance screen (CURD) has also been implemented as the Reason Code Search page. This page can be accessed from the Navigation Menu or from within the query pages.

∗Asset Assessment Process
The Asset Assessment calculation functionality (mainframe screen AAAA) has been added to CWW. Changes have also been made to Client Registration to allow an asset assessment to be completed prior to filing an application for assistance.

NOTE ➢Moving the Asset Assessment calculation function to CWW will not include any changes or fixes to the regular eligibility processing. Any problems that exist in the eligibility process (i.e. that become visible when running SFED/X) will be handled as a separate set of fixes to the system at a later date.

∗**Caseload Assignment (View and Move) Page and Agency Transfer Page**
The following CARES mainframe screens and related functionality have been moved to the web:
  • Caseload Assignment (CMCA)
  • Agency Transfer (ACCT)
  • Senior Care Office Transfer (ACSC)

∗**Child Support Income Page**
The Child Support Income Page is a query only page which will display CS payment data for the last four weeks and the last three months. The data on this page will be updated weekly through a data exchange with the KIDS system. The new page will automatically display in the intake, review and person add driver flows.

In addition, the Child Support Income page can also be accessed through an enhancement to the Unearned Income Summary page. This page has been enhanced to include a summary section displaying Child Support payment information for anyone in the case who receives child support income.

∗**Person Add and Delete Process Improvement**
Person Add
Currently, when adding an individual to a case, the Household Members page displays with the primary person's data, The worker must click "Add New" to display a blank page, on which to enter the new person's information. With this update, when "Add Person" is selected from the Workflow Options in the "What would you like to do?" section of the Case Summary page, a blank Household Members page will display allowing for the direct entry of information for the person being added to the case.

In addition, during the current person add process, workers must visit all financial pages corresponding to a <Yes> currently entered on the financial gatepost pages.   To streamline this process, a new dropdown selection has been added to the Gatepost pages to allow the worker to answer questions specifically for the new person being added to the case. The new functionality will allow a worker to select a new dropdown value of <A-Add New> for the person being added. A new blank detail page will now display for the person being added to the case.

Person Delete
Currently, there is a multi-step process for deleting a household member from a case. The living arrangement must first be changed, eligibility run and the case confirmed before the person can be deleted. This process has been simplified to allow the worker to delete an individual using only the delete box on the Household Members page and hitting next. An event message will display when it is necessary to run eligibility.

Training and Production Environment Distinction
There have been some instances when a case has accidentally been entered into the CWW Production environment when it was meant to be entered into the CWW Training Environment. To alleviate this problem, the color of the Training Environment indicator, in the upper left corner of the page, has been changed to red to make the environment distinction more obvious.

Making a Case Confidential
There are many times when it is necessary to make a case confidential and not accessible by all CWW users. This can now be done by selecting <Make Case Confidential> on the Case Summary page for the specific case. This action can only be done by a worker with the appropriate security level. Once this is done, the radio button text will change to <Make Case Not Confidential>. Use this button to again make the case not confidential. Workers without the proper security access will not be able to perform this action and the radio button will appear grey. Workers attempting to access a case that is marked confidential will receive the edit message <You do not have access to this confidential case>.
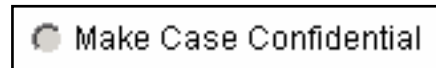
You can see what cases are marked confidential by selecting Caseload Assignment (View) under the Worker Tool link in the Navigation menu.

OTHER CHANGES

The following changes or modifications have been made based on feedback from users.

Absent Parent Page – Text in two header sections on the Absent Parent page has been changed to make it more understandable. The Header at the top of the page will no longer display any names. The second header text will change, from this:

To:

Calculate button – A Calculate button has been added to the employment page. The worker can use this button to calculate and review the income amount prior to moving off the page.

Transitional FoodShare question – History has always been recorded for the "Transitional FoodShare open, do you want to re-apply for regular FoodShare?" question but not displayed on the FoodShare Request page. A new link on this page, when used, will display the history for this question.

Mainframe Access Link – The Navigation Menu option "Mainframe Access" has been changed to "CARES Mainframe Access".

☑ CARES Mainframe Access

RFA Summary Page – The RFA Summary page will now display the resulting case number when the RFA status is updated to Individual Processed status. If the RFA is in a status other than Individual Processes, N/A will be displayed.

TRAINING

Training is available on five major pieces that are included in this group of changes. Training for these changes will be delivered via distance learning through the PTS Learning Center. Training will be available for the following components beginning December 5, 2005:

- Query Pages
- Asset Assessment
- Caseload Assignment (View and Move)/Agency Transfer
- Child Support Income Page
- Person Add and Delete Process Improvement

Participation in this training is mandatory for those doing eligibility or client registration functions for Income Maintenance and W-2 agencies. **However not all sections of the training are required for all workers.** Based on worker activities and functions, local agencies should determine which pieces of the training are appropriate for each worker.   A web teleconference was held in late November where agencies were able to ask questions about this training model, and which components are appropriate for various types of staff. However, if agencies still have questions about this, they can contact the IM Training Call Center at 608-261-6378, (option 2).

This training is expected to take 2-4 hours, depending on which components are required based on job function.

While taking the training, staff should follow their agency processes to contact the IM Training Call Center whenever they have questions. The IM Training Call Center provides the ability to "raise your hand" so that questions can be answered real-time while involved in the distance

learning model. Staff are available to answer your questions week days from 8:00am to 4:00pm.

CONTACTS

BEM IM Training Call Center for questions regarding the training material.

BEM CARES Information & Problem Resolution Center regarding production case issues

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JE